



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending September 30, 2015

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.70	3.20	3.10	3.33
B. Operator Answer Time - Information [730.510(a)(1)]	6.73	5.93	5.72	6.13
C. Repair Office Answer Time [730.510(b)(1)]	84.00 *	59.00	58.00	67.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	169.00 *	69.00 *	116.00 *	118.00 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.24	2.35	2.87	2.82
H. Percent Repeat Trouble Reports [730.545(c)]	12.05%	8.82%	8.64%	9.91%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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